

Retail and non-profit operations

How Goodwill Is Turning HVAC Data Into Lower Costs and Better Capital Decisions

Across 15+ chapters and 400+ locations, Goodwill organizations are using Monaire to monitor HVAC performance, reduce energy waste, prevent failures, and prioritize capital investments - without replacing existing equipment.



ABOUT THE PROGRAM

One operating layer for each Goodwill Chapter

Goodwill chapters manage large portfolios with different building sizes, equipment ages, operating schedules, and local service providers. That complexity makes it difficult for a lean facilities team to know which location needs attention, which unit is wasting energy, and which asset should be repaired or replaced first. Monaire adds a portfolio-wide intelligence layer to existing HVAC equipment. Teams gain real-time visibility, automated energy optimization, predictive issue detection, work-order context, repair verification, and equipment-health data that supports capital planning.

THE CHALLENGE

Facilities teams were managing HVAC by exception - and often by guesswork

Without continuous equipment data, issues surfaced through comfort complaints, emergency failures, utility bills, or repeated service calls.

 Limited portfolio visibility Teams could not see, in real time, which locations were hot or cold or which units were underperforming.	 Reactive repair cycles Small performance problems could become emergency calls before the facilities team knew a unit was deteriorating.
 Energy waste across sites Schedule overrides, inefficient setpoints, and equipment faults compounded across large building portfolios.	 Capital decisions without data Teams needed defensible equipment-health data to prioritize replacements and explain investment decisions to leadership.

“I need to know, in real time, which locations are running hot or cold, which units are underperforming, and where we’re wasting energy. Otherwise, I’m just guessing.”



Dan Mass
Director of Facilities, Goodwill N. FL

THE SOLUTION

Deploy quickly. Learn continuously. Act before problems escalate.

Monaire works with existing commercial HVAC equipment and turns field data into practical actions for facilities teams and service partners.

- 1 Install monitoring**
Monaire turns equipment data into a condition-based maintenance workflow.
- 2 Find waste and abnormal behavior**
Monaire establishes baselines, detects performance drift, and identifies schedules, setpoints, or faults driving unnecessary cost.
- 3 Prioritize and coordinate action**
Teams receive issue context, likely cause, business impact, and recommended next steps - not another raw alarm stream.
- 4 Verify results and guide CapEx**
Monaire confirms whether performance returned to normal and tracks asset health to support repair-versus replace decisions.

GOODWILL PORTFOLIO VIEW

Know where to act first

400+ locations

**24/7 portfolio monitoring**

**AI issue prioritization**

**repair verification**

Store 180 - RTU 4
Cooling performance deteriorating High

Donation Center 12
After-hours runtime above baseline Review

Store 204 - RTU 2
Repair completed; performance normalized Low

Store 97 - RTU 1
Replacement candidate based on health trend CapEx

PORTFOLIO IMPACT

Goodwill stores nationwide are achieving material operating and capital savings

More than \$7 million in annual savings - approximately \$18,000 per store - through lower energy consumption, fewer HVAC repairs, and longer equipment life.

25-35% Lower energy use	10-30% Lower repair costs	20-35% Longer equipment life
300-400% Projected Year 1 ROI		600-800% Projected ROI from Year 2 onward

Actual results vary by chapter, utility rates, equipment condition, site mix, and deployment scope.

WHAT GOODWILL FACILITIES LEADERS SAY

From guesswork to clarity across the portfolio

“Thanks to Monaire, we were able to gain operational visibility, make our facilities more sustainable, achieve cost savings and make informed capital expenditure decisions.”

**Matthew Kautzky**
Director of Real Estate & Property Operations

“We knew we had issues but couldn’t pinpoint them. Monaire gave us clarity, helped us reduce HVAC waste, and supported better capital planning.”

**Jake Lepke**
Director of Facilities, Goodwill NCW

“

Before we were reactive. **Now we are proactive.**
Monaire pays for itself in under a year. **We should have started yesterday.**



Pete Marcus
President & CEO, Goodwill of Ventura & Santa Barbara

NATIONAL FOOTPRINT

Trusted by Goodwill chapters across the country

15+ chapters and 350+ locations

-  Central & Southern Indiana

 North Florida

 Marion

 Orange County

 South Central Wisconsin

 Northern New England
-  Big Bend

 Ventura & Santa Barbara

 Palmetto

 North Central Wisconsin

 Greater Washington
-  Southern Nevada

 Keystone

 Chesapeake

 Delaware

 Akron